

METHOD AND SYSTEM FOR EMPLOYEE WORK SCHEDULING

Abstract

In one basic embodiment of the invention, a method for assigning a group of agents to a plurality of available
5 schedules, comprising determining preferences for a plurality of factors for each agent. Each agent provides an order of importance for the plurality of factors. For each factor, a difference value for that factor between a preliminarily assigned schedule (or pool of unassigned schedules) and each agent's preference for that factor is determined. The difference values for each factor are assigned to a vector for each agent wherein the factor having the highest importance is assigned to the highest order bits of the vector and the remaining factors are assigned to subsequent orders of bits in their assigned order of importance. Then, for each agent, a vector for each schedule not assigned to that agent is determined. Vectors for every other agent are also calculated for every schedule swap involving the current agent, including schedule swaps of specific factors within schedules. The schedule having the lowest vector is then
20 assigned for each agent. Preferably, the process of assigning schedules is performed beginning with the highest ranked agent and repeated for the next highest ranked agent until all agents have been processed.